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**Subject:** Informal Complaints #06-I0250536  
**Date:** October 16, 2006 2:13:39 PM EDT  
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Dear Pam-

I am in receipt of the above informal complaint against Sprint/Nextel, Cingular and T-Mobile. I would like modify the complaints as follows:

- 1- Sprint/Nextel- I no longer have a complaint.
- 2- Cingular- The company has remedied the tester and service issues.
- 3- T-Mobile- The service and tester models still need to be remedied. My husband went back this weekend and the issues still remain. An employee named Joy still had not received any additional information or testers.

ISSUE:

The other issue remaining is why T-Mobile and Cingular (GSM providers) are not able to achieve a M4 rating? Are they devoting enough resources to remedy the issue that they claim is not achievable?

BACKGROUND:

There are three networks:

	<u>Network</u>	<u>Coverage</u>	<u>Providers</u>
	<u>Max M/T Level Achievable</u>		
1- M4/T4	CDMA	Asia, Mexico, USA	Sprint* and Verizon
2 Mobile	GSM M3/T4	Europe	Cingular and T-

3- iDEN Not international Nextel\*  
Regulator was Unclear

\*This is now one company with two networks.

#### DISCUSSION:

The CDMA network is able to develop T4/M4 phones. The GSM network could develop T4 phones but not M4 phones. Many of the T3 phones are actually T4 phones but cannot be labeled T4 because the M must be consistent with the T. The service providers claim that they cannot get the M up to 4 on the GSM network. But, how hard are they trying? One unnamed company representative suggested the FCC have a sit down meeting with the GSM providers and ask them to voluntarily open up their books and show the FCC what they are doing to resolve the M4 issue. There is a big difference between the M4 and the M3. My 12-year old daughter turned down a Razor with an ipod rated T3/M3 for a plain vanilla phone rated T4/M4 because the clarity was much better on the plain vanilla phone. Why is the FCC permitting M3/T3 as an acceptable minimum when people like my daughter still cannot hear with this phone.

I thought in light of this issue, the following article appeared in the NYT on Tuesday and highlights why its important to have an international phone.

<http://travel2.nytimes.com/2006/10/10/business/10road.html>

#### CONCLUSION:

Can the FCC have a sit-down meeting with T-Mobile and Cingular to ensure that appropriate resources are being devoted to resolve the M4 rating for the GSM network?

Thank you for all of your help in this matter.

Best,

Janice Schacter